

**I claim:**

1. A predictive dialing apparatus, said apparatus comprising:
  - a) a central computer containing a database of prospect records, each said prospect record including telephone dialing information for making a telephone contact and a field for storing a call data response in relation to said telephone contact;
  - b) a plurality of DTMF-capable operator devices;
  - c) a dialing controller which is contained within and internally connected to said central computer, said dialing controller also being operatively connected to a plurality of outside telephone lines and each said operator device, whereby said dialing controller can dial telephone calls on said outside telephone lines based on telephone dialing information received from said central computer, and connect each such call to an operator device, said dialing controller including a DTMF signal interpreter to receive DTMF signals representing call data from said operator devices and translate said DTMF signals into call data responses, said dialing controller transmitting said call data responses to said central computer for storage in relation to their respective prospect records.
2. The apparatus of Claim 1 wherein said dialing controller is an expansion card.

3. The apparatus of Claim 2 wherein said card is physically connected to the remainder of the computer by a bus.
4. The apparatus of Claim 3 wherein said bus is a peripheral component interconnect (PCI) bus.
5. The apparatus of Claim 3 wherein said bus is an industry standard architecture (ISA) bus.
6. The apparatus of Claim 1 wherein the number of outside telephone lines is greater than the number of operator devices.
7. The apparatus of Claim 1 wherein a series of allowable call data from said operator telephones can be preset in said central computer and enforced by said dialing controller.
8. The apparatus of Claim 1 wherein a call data response indicates whether its respective telephone contact should be repeated.
9. The apparatus of Claim 1 wherein said operator devices are telephones.

10. A method of entering call results in a computer database in a predictive dialing application, said database residing in a central computer and comprising a plurality of prospect records each including telephone dialing information for making a telephone contact and a field for storing a call data response in respect of said telephone contact, said method comprising:

- a) dialing telephone calls to telephone contacts listed within said database using a predictive dialing apparatus, said predictive dialing apparatus comprising a plurality of DTMF-capable operator devices and a dialing controller which is contained within and internally connected to said central computer, said dialing controller also being operatively connected to a plurality of outside telephone lines and each said operator device, said dialing controller including a DTMF signal interpreter to interpret DTMF signals received from said operator devices, whereby said dialing controller can dial telephone calls on said outside telephone lines based on telephone dialing information received from said central computer, and connect each such call to an operator device;
- b) sending call data regarding said telephone calls from said operator devices to said dialing controller as DTMF signals;
- c) translating said DTMF signals into call data responses;
- d) transmitting said call data responses from said dialing controller to said central computer; and

- e) storing said call data responses in said database in relation to their respective prospect records.

- 11. The method of Claim 10 wherein said operator devices are telephones.
- 12. The method of Claim 10 wherein a range of allowable call data from said operator telephones can be preset in said central computer and enforced by said dialing controller during the handling of telephone calls.
- 13. The method of Claim 12 wherein a call data response returned to the central computer indicates whether its respective telephone contact should be repeated.